

Door Installation Policy

1. Purpose

This policy outlines the procedures, standards, and responsibilities relating to the installation of garage and front entrance doors and associated systems by the Company. The aim is to ensure all installations are completed safely, professionally, and in accordance with applicable regulations and manufacturer guidelines.

2. Scope

This policy applies to: • Residential garage and front entrance door installations • Manual and automated garage door systems • Replacement doors and new installations • Associated motors, controls, and accessories

3. Pre-Installation Requirements

1. A site inspection may be carried out to assess suitability and measurements. 2. Customers must ensure the installation area is clear and accessible. 3. The Company will confirm specifications, materials, colours, and design before ordering. 4. Structural issues, electrical faults, or unsafe conditions identified before installation may require corrective work prior to commencement.

4. Installation Standards

1. All installations will be completed in accordance with manufacturer instructions, using appropriate tools and fixings, and to industry safety standards. 2. Only trained and authorised personnel may carry out installations. 3. The Company will take reasonable care to protect customer property during works. 4. Any deviations from the agreed specification must be approved by the Customer.

5. Electrical and Automation Work

1. Automated systems must comply with relevant electrical and safety regulations. 2. Power supply availability is the responsibility of the Customer unless otherwise agreed. 3. Safety features such as auto-reverse systems and sensors will be tested upon completion. 4. Customers will receive basic operational guidance for automated systems.

6. Health and Safety

1. Installers must follow all health and safety procedures while on-site. 2. Appropriate personal protective equipment (PPE) will be used where necessary. 3. The work area should remain clear of children, pets, and unnecessary personnel during installation. 4. The Company reserves the right to stop work if unsafe conditions are present.

7. Completion and Inspection

1. Upon completion, the installation will be tested to ensure correct operation. 2. Customers should inspect the installation before signing completion documentation. 3. Any concerns should be raised immediately or within 48 hours of installation.

8. Waste Removal

1. The Company will remove installation-related waste and old garage and front entrance doors where included in the quotation. 2. Additional disposal charges may apply for hazardous or excessive waste.

9. Warranty and Maintenance

1. Installed products may carry manufacturer warranties. 2. Warranty coverage may be void if the system is modified by unauthorised persons, maintenance is neglected, or damage occurs through misuse or accident. 3. Regular servicing and maintenance are recommended to ensure safe operation and longevity.

10. Customer Responsibilities

Customers are responsible for providing safe site access, ensuring clear working space, informing the Company of hidden hazards or structural concerns, and following operating and maintenance instructions after installation.

11. Delays and Unforeseen Circumstances

The Company is not responsible for delays caused by weather conditions, supplier or manufacturing delays, structural issues discovered during installation, or events beyond reasonable control.

12. Liability

1. The Company's liability is limited to the value of the installation work provided. 2. The Company is not liable for indirect or consequential losses. 3. Nothing in this policy limits legal rights under applicable consumer protection laws.

13. Policy Review

This policy may be updated periodically to reflect operational, legal, or safety changes